GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3947
ANSWERED ON:21.04.2008
CONSUMER COMPLAINTS REDRESSAL CENTRES
Murmu Shri Hemlal

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether on the occasion of National Consumer Rights Day the Union Government had directed the State Governments to set up complaint centres and provide telephone service on lines of Railway enquiry service at various levels for speedy redressal of consumer complaints;

(b) if so, the details (hereof and reaction of the States thereto;

(c) the number of Districts in the country where such centres have already been established;and

(d) the time by which it is likely to be extended to other districts?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (DR. AKHILESH PRASAD SINGH)

(a)&(b): No Sir.

(c) & (d): Department has sanctioned 103 District Consumer Information Centres in 24 States. Scheme of District Consumer Information Centres has been discontinued since 2004. However, the Department initiated recently a new scheme `State Consumer Helpline` in XI five year plan and funds have been released so far to State Government of Gujrat, Madhya Pradesh, Andhra Pradesh,Chattisgarh and Orissa.